

National inspection of care and support for people with learning disabilities

Gwynedd Council

Easy Read

June 2016



This report is also available in Welsh. If you would like a copy in an alternative language or format, please contact us.

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This Easy Read is very long.



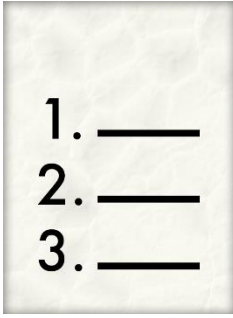
This is because it is important that people with learning disabilities get the full information about the inspection of their services.



If you just want to know about good things, look for the green boxes.



If you just want to know what needs to change, look for the pink boxes.



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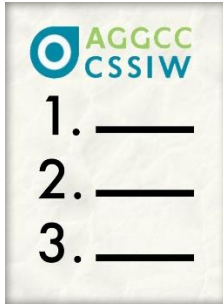
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Introduction



We are looking at services for adults with learning disabilities.



We are checking if local councils are helping people with learning disabilities to have the life they want.



We are checking if care and support services are:



- working well



ood quality



e



asked questions about all 22 local councils.



visited 6 local councils.



We have written:



- an all-Wales report



- a report for each of the 6 local councils



This is the report about Gwynedd.



We worked closely with:



- All Wales People First and the All Wales Forum of Parents and Carers. They helped us listen to people with learning disabilities and their family carers.



- Healthcare Inspectorate Wales. They helped us check how Social Services and health are working together.



This report says:



- what we found out



- what we think Gwynedd Council and the Health Board need to do



How we did the work



We wanted to find the answers to 3 questions:



1. Do Gwynedd Council and the Health Board understand what people with learning disabilities and their family carers need?



2. How good are Gwynedd Council and the Health Board at:



- giving information, advice and helping people to use services



- checking if someone needs support from the Council



- care planning



3. Do Gwynedd Council and the Health Board have a clear vision, and do other people agree with that vision?



This is what we did to find the answers.



CSSIW looked at Gwynedd Council.



- Gwynedd Council filled in questionnaires for us.



- We looked at inspection reports about services in Gwynedd.



- All Wales People First and the All Wales Forum of Parents and Carers talked to their members and other people in Gwynedd. They told us what people said.



- We spent 2 weeks in Gwynedd.



- We looked at 20 people's files.



- We found out more about 8 of those people.



- We talked to staff, councillors, service providers and voluntary organisations.



- We went to a talk by Gwynedd Council and the Health Board about how they work together.

Healthcare Inspectorate Wales looked at the Health Board.



- We found out about 4 people who get support paid for by health and social care.



- We looked at their files. We talked to professionals. We met the people and their families.



- We talked to health staff and Health Board managers.



- We held a meeting for the community health team.



- The Health Board and Gwynedd Council gave us a presentation about how they work together.



Thank you



A lot of people gave their time, help and ideas. We want to say thank you to:



- people with learning disabilities



- parents and carers



- staff and managers



- service providers



- partners, especially voluntary organisations



Gwynedd Council

About Gwynedd Council



About 122,000 people live in Gwynedd.



We think there are about 2,340 adults with learning disabilities in Gwynedd.



Gwynedd Social Services knows about 567 adults with learning disabilities.



243



- 243 people have a care manager



232



- 232 people can have a review but do not have a care manager



92



- 92 people do not have a care manager or use services or have a review.



61



- 61 people are aged 65 or older



Good things about what Gwynedd Council does



Here are some good things about Gwynedd Council:



- Some people get good support to stop problems becoming serious. For example, staff use 'active support' and 'positive behaviour support' when people need a lot of support because of their behaviour.



- Some people cannot make their own decisions. Some staff work together well to make decisions for them.



- Some staff are doing a good job:



- they are helping people to be more independent



- they think about people with learning disabilities as part of their community



- they know about the lives that people want to have and they know this is different for each person



The big picture



Learning disability services are part of the Adults, Health and Well-being Department of the Council.



Adults, Health and Well-being needed to improve its management and leadership. There had been a lot of changes in the management arrangements and the Head of Service had only been doing the job for a short time.



The Council wants to make care and support services better. The Council has not made learning disability services a priority. The priority has been older people and people with physical disabilities.



The Council knows about the Social Services and Well-being (Wales) Act. It is making changes so that it does what the Act says. It will need to make more changes.



Staff are working hard. They want to make people's lives better. They need leaders who support them.



The Council has a cabinet member for Adults and Health. The cabinet member wants better learning disability services. The cabinet member wants the Council to work better in with the Health Board in planning services.



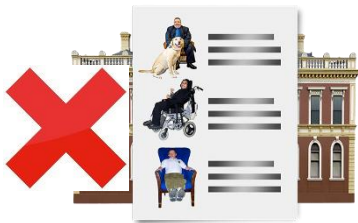
The Council has agreed to spend £3.18 million to develop the Frondeg site in Caernarfon.



The Council and the Health Board do not work well together:



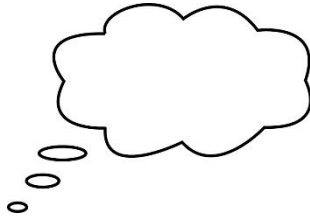
- they do not meet regularly



- they do not share a vision for the future



The future



The Council is thinking about the future of:



- day services



- support services



- respite care



- supported housing



- Continuing Health Care (when a person's care is paid for by health)



- adult placement (when a person lives with a paid carer as part of their family)



The Council has not talked to people with learning disabilities, family carers or service providers about this.



Staff are not sure what is happening. Some people are worried about their care and support in the future.



The Council wrote a plan for 2011–2016 for choosing and buying services.

It has built new housing. It has worked with independent service providers.



But the Council has not found out about the life people with learning disabilities want to have.

It has not looked at people's plans to work out what services they will need in the future.



It has not asked people with learning disabilities and family carers about their ideas for the future.



The Council is writing a new plan for choosing and buying services. But they have not talked to people with learning disabilities, their family carers or service providers.



Working together



Health and social care staff work well together in the Community Learning Disabilities Team. This is easier because:



- the teams are in the same building



- the teams work together to decide who a person's care manager will be



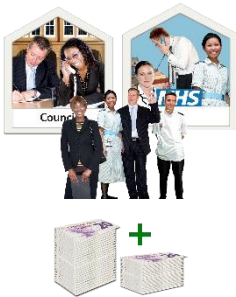
- health staff can use the Social Services computer system



Health and social care staff noticed that more people with learning disabilities are getting dementia.



So they sorted out training for staff who support them.



The Community Learning Disabilities Team and the people in charge of choosing and buying services work together. But they need to do this more.

The Council needs a plan for working with service providers.



The Council needs a plan for choosing and buying services.

The Council says it is planning how it will buy services.



Some services providers think the Council does people's reviews to save money. They do not think the Council does reviews to help people have the life they want.



But some service providers understand that the Council wants to have different ways to support people.



People's plans



People get on well with their care manager. Some people have good plans and get good support.



Health and social care staff work together and some people get excellent support.



Care managers ask people “what matters to you?” when they check what support people need.



Some people get good support at day services. This is because staff are doing the things they learned on ‘active support’ training.



People’s plans and reviews are not always up to date.

Some are more than a year out of date.



This means the Council cannot be sure that people get the right support when they need it.



It means the Council cannot be sure it is spending its money well.



People's reviews are usually done well.

Some people are not sure what support they get and why they get it.



Some staff find out what people are good at, the life they want, and what support they need.

Health staff also worked closely with these people.



Some young people get good support as they become adults.



Some have a care plan that helps them learn new skills, become more confident and more independent.



But some young people do not get support to have the life they want when they become adults.



The Council has a new way to support young people as they become adults.



There are meetings to find out what teenagers will need when they become adults.



Health staff think this is working well.



Some day services say they do not know enough about this and they are not involved.



36 people with learning disabilities are using Direct Payments. This works well for some people. But some people found it hard to get support workers.



The way the Council organises Direct Payments has not worked well.



There is a new set of rules for organising Direct Payments. The Council, family carers and service providers worked together to write the new rules.



Now the Council needs to do what the new rules say.



Having the right services



Sometimes people need to change their support. The changes can be very slow. It can be hard to get the right support unless there is already a service that can give you that support.



For example, someone wanted to join a walking group, but Gwynedd does not have a walking group for people with learning disabilities. The care manager was not sure what to do. So the person could not join a walking group.



Some people live in care homes that do not give them the right support.



The Council will move them to another care home when there is a space. But the Council has not thought of ways to support them where they live now.



Volunteering and work are important for people with learning disabilities.



Some people work hard in day services but get little or no pay.



The Council needs to protect people's rights when they are in day services or working. It needs to help them to be more independent.



Some services are good. Most people have a better life because of the services they use.



But some services do not support people with learning disabilities to learn new skills, become more confident and be more independent.



Family carers want better respite care.



Staff



Care managers work hard. They get on well with people with learning disabilities, family carers and other staff.



If there is a good community team then most people will have a good service.



Care managers and service providers do what they have learned in 'active support' training.



They also do what they have learned about 'positive behaviour support'. For example, if a person is upset or angry.



Having a voice



The community staff and managers want people with learning disabilities to have a strong voice. They listen to people. They support people to speak up.



There is a good advocacy service which supports people to speak up.



The Council needs to talk with and listen to people with learning disabilities and family carers.



They need to talk about their ideas for the future, not just about what is changing now.



We had a meeting and 20 people with learning disabilities came.



Some of these people go to the Manton day service. They had been told that Manton was closing.



Their family carers and the advocacy service were not told this. Then they were told it might not be closing. People are confused and upset.



Sometimes the Council talks to people when it is planning to change a service. For example, the Council made sure people could have a say about the changes to Frondeg.



The Council is getting better at sorting out complaints. The Council thinks about complaints and about how it can make services better.



Rights



Some people with learning disabilities are supported to know and use their human rights. Staff treat people with respect.



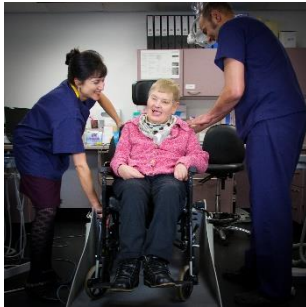
Some people get support to have the life they want. But this is not true for everyone.



Staff want more advice from managers when they have to make difficult decisions.



Sometimes people with learning disabilities have their care paid for by Continuing Health Care.



Care managers said people with learning disabilities are not treated the same as older people when they ask for Continuing Health Care.



Communication



Most Welsh speakers can have services in Welsh. But some Welsh speakers live in care homes where most people speak English.



Some service providers find it easy to get Welsh speaking staff. Some find it difficult.



The Council needs to make it easier to get information and advice. There is not much information on the Gwynedd Council website.



Keeping people safe

Most people are kept safe from neglect and abuse. Sometimes the Council, health, police and service providers work together well.



Staff in the Community Learning Disability Team work quickly to keep people safe.



Some people may need their freedom limited to keep them safe. But there are rules about limiting people's freedom, and services must follow the rules.



Sometimes doors are locked in day services and where people live. The Council needs to check they are not breaking the rules.



There is a waiting list for decisions about limiting people's freedom.



The Council **urgently** needs to get better at:



- writing down what happens in meetings about whether a person is safe



- telling families what is happening



- involving families in making sure someone is safe



- checking if work is done well



- knowing which managers and leaders are in charge of keeping people safe



Family carers



Family carers are offered an assessment to check if they need support for themselves. Most family carers choose not to have an assessment.



Most family carers get on well with the care managers and are happy with the support they get. They said the care managers do what they say they will do.



Many family carers use the Carers Outreach service.



The Council does not talk to family carers about the future.



What Gwynedd Council needs to do



- Gwynedd Council needs to make good plans for the future.

This means:



- The Council needs to know what people with learning disabilities need.



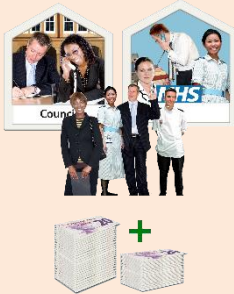
- Council leaders must take the lead.



- The Council must work closely with people with learning disabilities and their family carers. Some people will need support from advocacy services to do this.



- The Council must work closely with service providers.



- The Council must plan with the Health Board how to choose and buy services together in the future.



- The Council needs a way to check that it is keeping people safe.



- The Council needs to check it is supporting the rights of people who may need their freedom limited.



- The Council needs to make sure staff get the right advice, support and supervision.



Gwynedd Council must write an improvement plan saying how it will do these things.



Gwynedd Council should send us a copy of its plan.



We will check if Gwynedd Council is doing what it says in its plan.



Betsi Cadwaladr University Health Board



Betsi Cadwaladr University Health Board runs health services in Gwynedd.



The Health Board runs health services that are just for people with learning disabilities, including:



- a health liaison team of 13 staff, with support from people with learning disabilities. The health liaison team make sure people with learning disabilities:



- have a healthier lifestyle



- get good health care from doctors, hospitals and other health services



- a community health team



- a complex needs service for people who need a lot of care and support



- an occupational therapy service which is for anyone



The community health team are part of the Community Learning Disability Team.



The Community Learning Disability Team has 3 offices in Caernarfon, Pwllheli and Dolgellau.

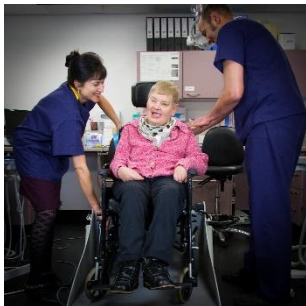
These services are part of the Mental Health and Learning Disabilities Division of the Health Board.



Learning disability health services are focusing on:



- people who get in trouble with the law



- people who need a lot of care and support



- people who need a lot of support because of their behaviour



- people who need mental health services



Good things about the Health Board



- The health liaison team does excellent work. It has a mental health liaison nurse who tries to make things better for people with learning disabilities when they use mental health services.



- Staff know people well and know what they need.



- Health and social care staff work well together.



- Staff have good ideas about supporting people when they cannot find the right service.



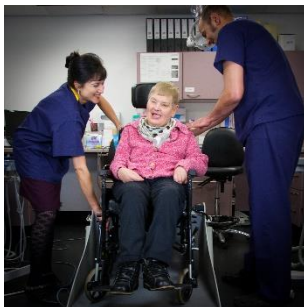
- Staff in the complex needs service work hard to help people stay in their home.



Having the right services in Gwynedd



Some people cannot get the right support in Gwynedd, for example:



- people with complex needs



- people who need a lot of support because of their behaviour



- people under age 65 who need nursing care



- people who need respite care



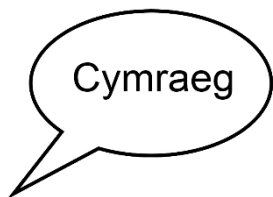
It can also be hard to get these things:



- the right equipment



- Continuing Health Care



- support in Welsh for people who are Welsh speaking



- the right support staff for people who need a lot of support because of their behaviour



We looked at 4 people's case files.
For 3 of these people it had taken longer than it should to get the right support.



One adult under age 65 had to leave Gwynedd to move to a nursing home.



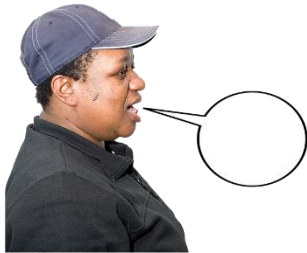
This is because It is difficult to find nursing homes for people with learning disabilities who are under age 65.



The Health Board needs to know what services people with learning disabilities need. Then they can plan to have the right services in Gwynedd.



Having a voice



Staff help people to speak up. The health liaison team and the psychology staff ask people what they think of their service.



The health team needs to ask people what they think of all their services.



Working together



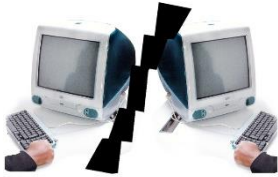
The Health Board and the health team need to communicate better.



It can be hard for staff to work together because:



- Gwynedd is a very big area



- health and social care staff use different computer systems



The health liaison team has worked with people with learning disabilities and health staff. They have done work on:



- planning to leave hospital



- getting the right care and support in hospital



- annual health checks from GPs



- user-friendly information about the Mental Health Act



- staff training



Staff



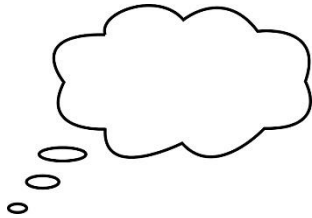
Staff get supervision. But sometimes the supervision is from someone who does not know about learning disabilities. The Health Board needs to do something about this.



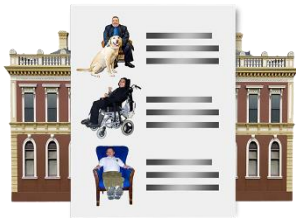
Plans for the future



The vision for the future is not clear. There is no plan for the future.



Sometimes the Health Board thinks about what people will need in the future.



Sometimes it makes a plan so they will have the right services. But most of the time this does not happen.



The Health Board needs to listen to people with learning disabilities, family carers and health staff when they think about a vision for the future.



People with learning disabilities and family carers do not have a voice in making plans for the future.

It has been hard to plan because:



- people doing important senior management jobs are only there for a short time



- no one is collecting information about what services people need



- no one is checking what services cost



Keeping people safe



The Health Board has a safeguarding team to make sure people are safe.
The Board is spending more money on the team.



Health staff know what they must do to keep people safe.



The Health Board checks whether people are safe.

What the Health Board needs to do



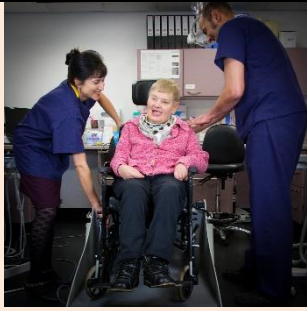
- The Health Board needs to plan and check learning disability services. The Health Board needs to know it is spending its money on the right things. This means the Health Board needs to know what people need now and what they will need in the future.



- The Health Board needs to plan services for:



- people who need a lot of support because of their behaviour



- people who need a lot of care and support



- respite care



- services for people with learning disabilities under age 65 who need nursing care



- older people with learning disabilities



- people with autism



- The Health Board must make sure health staff listen to what people say about services. Then it must use what people say to make services better.



- The Health Board should make sure staff know its vision for the future.



- The Health Board should work with Gwynedd Council to:



- treat people fairly when they ask for Continuing Health Care



- make sure people get the right equipment when they need it



- The Health Board should check that staff get good supervision.



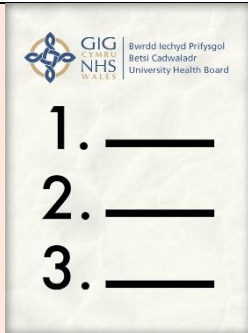
- The Health Board needs to listen to people with learning disabilities, their families and health staff when they think about a vision for the future.



The Health Board has 2 weeks to write an improvement plan saying how it will do these things.



The Health Board must send the plan to Healthcare Inspectorate Wales.



The plan must say



- **what the Health Board will do about the things in this report**



- **when they will do it**



The Health Board should check that the same problems are not happening in other parts of the Health Board.



The Health Board must tell Healthcare Inspectorate Wales when it has done what the plan says.